

Claimant Portal: File A Certification Quick Guide



Before You Begin: Be Prepared

Prepare your Claimant Portal account before you file a certification application each week for a benefit payment, which is drawn from your unemployment claim with the Idaho Department of Labor.

Prepare, Step 1: Gather Your Income and Work Search Contacts

To file a certification application accurately each week, you need to gather some information for the applicable benefit week.

Gather Your Income For The Week: You must report all income before deductions that you earned during the benefit week from Sunday to Saturday, even if you have not yet been paid.

- **Gross wages** from an employer or from self-employment work should be reported the week the wages are earned, not the week they are paid. For example, 20 hours of work performed multiplied by \$10 per hour equals \$200 of earned income that you would report.
- **Vacation pay** should be reported the week in which you take the vacation day.
- **Lump sum unused vacation pay** should be reported the week it is paid to you.
- **Severance pay** not paid as a lump sum should be reported the week(s) it is allocated to you.
- **Lump sum severance pay** should be reported the week it is paid to you.
- **Holiday pay** should be reported the week in which the holiday occurs.

Gather Your Work Search Contacts For The Week: If your Work Search Status is *work-seeking* for this benefit week, it means you were required to look for work. Gather the details for at least two employer contacts you made during the benefit week.

Prepare, Step 2: Update Your Claimant Portal Account

Choose A Tax Withholding Status: Decide whether you want 10% of each benefit payment withheld for federal income taxes. Then, set your tax withholding status accordingly. Refer to the *Change Your Tax Withholding Status* how-to process in the complete [Claimant Portal User Guide](#).

Select Your Payment Method: Decide how you want to receive your benefit payment each week: direct deposit or bank card. Then, set your payment method accordingly. Refer to the *Change Your Payment Method* how-to process in the complete [Claimant Portal User Guide](#).

Update Your Mailing Address: Make certain your mailing address on file with Idaho Department of Labor is current. See how to update your mailing address in Step 3 of the [Quick Start Guide](#) or refer to the *Update Your Profile* how-to process in the complete [Claimant Portal User Guide](#).

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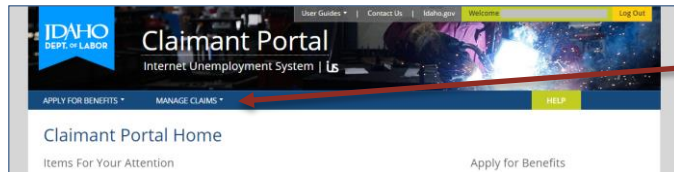


File a Certification Application: **Start Here**

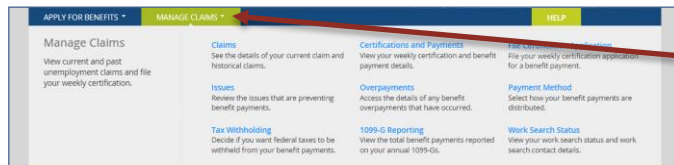
Once you have gathered your earnings, work search contacts, and updated your Claimant Portal account, you are ready to file a certification application each week for a benefit payment.

Begin on the Claimant Portal website at: labor.idaho.gov/ClaimantPortal.

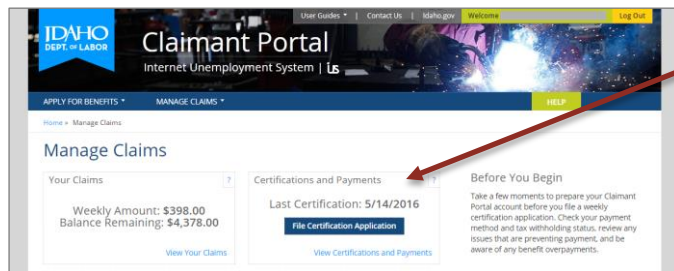
Log in to Claimant Portal and access the Claimant Portal Home screen.



Hover over the *Manage Claims* menu option to access the Manage Claims dropdown menu bar.



Click the green *Manage Claims* menu option to access the Manage Claims landing page.



The *Certifications and Payments* flip card displays your current certification status. It identifies whether you are currently able to file a certification application.

If you are eligible to apply for the current benefit week, a *blue* button is displayed.

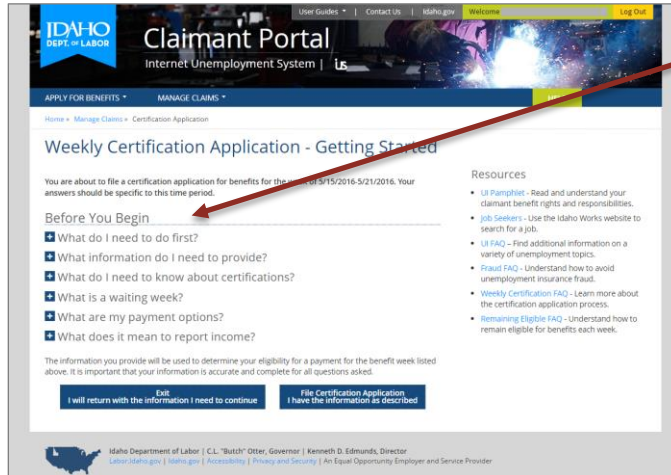
- **File Certification Application** is displayed if you have no certification on file for the current benefit week. Click the *File Certification Application* button to begin the certification process.
- **Continue Certification Application** is displayed if you previously started a certification application for this benefit week and have returned to finish the process. Click the *Continue Certification Application* button to return to the first set of questions you answered. All previously selected answers will be displayed for your reference. Please confirm the details on each screen.

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Weekly Certification Application: Getting Started

The Weekly Certification Application – Getting Started screen provides an overview of weekly certifications in the form of accordion FAQ and links to additional resources.



The *Before You Begin* section explains answers to questions about unemployment and identifies the type of information you need to gather prior to filing your certification application.

Click a single + accordion FAQ to see the answer to that question.

Then, click a single – accordion FAQ to hide the answer to that question.

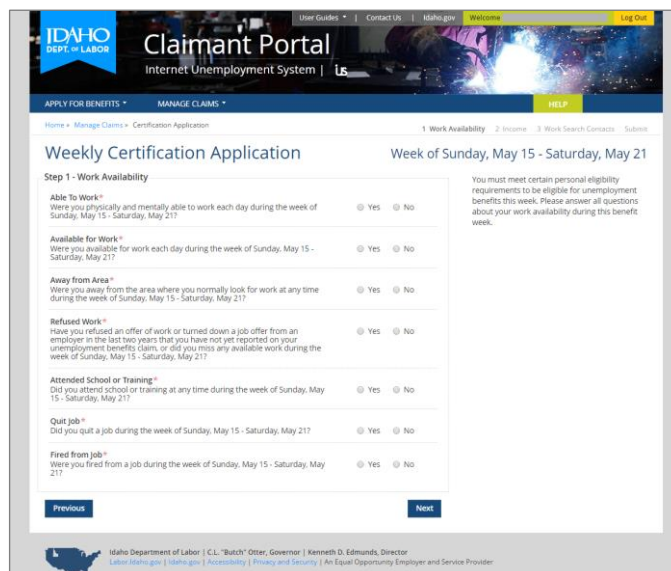
Once you have familiarized yourself with the certification process and you understand your rights and responsibilities as a claimant, you are ready to begin the weekly certification application.

Click the *File Certification Application I have the information as described* button to begin the weekly certification application process and continue to the Step 1 – Work Availability screen.

Note on saved data: As you proceed through the certification application, each time you select the Next button your responses will be saved to prevent data loss.

Weekly Certification Application: Step 1 – Work Availability

The Step 1 – Work Availability screen displays a series of personal eligibility questions that you are required to answer regarding your availability for work during the applicable benefit week.



For each question, select the applicable answer that best describes your circumstances during the applicable benefit week.

Answer honestly and accurately to ensure the details on your claim record are correct.

Your answers will be used to determine your personal eligibility for this benefit week.

Able To Work

Indicate if you were physically and mentally able to work each day during the week specified.

Available For Work

Indicate if you were available to work each day during the week specified.

Away From Area

Indicate if you were away from the area in which you normally look for work at any time during the week specified.

Refused Work

Indicate if you refused a job or turned down an offer of work from an employer in the last two years that you did not already report on your claim application.

Attended School or Training

Indicate if you attended school or a training program at any time during the week specified.

Quit Job

Indicate if you quit a job during the week specified.

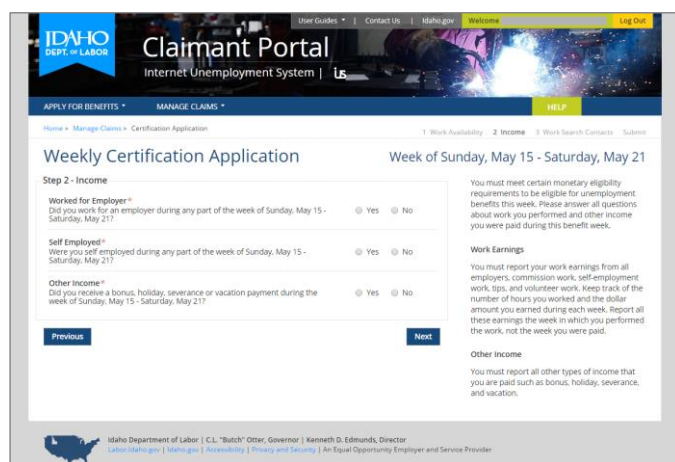
Fired From Job

Indicate if you were fired from a job during the week specified.

Once you have provided all work availability details for the benefit week, click the **Next** button to save your responses and continue to the Step 2 - Income screen of the certification application.

Weekly Certification Application: Step 2 – Income

The Step 2 – Income screen displays a series of monetary eligibility questions that you are required to answer regarding the income you earned and were paid during the applicable benefit week.



For each question, select the answer that best describes your circumstances during the applicable benefit week.

In some instances, you will be required to provide more details by answering additional questions.

Worked For Employer

If you worked for an employer during the applicable benefit week, you must provide details about the employment, including whether it was full-time work, the total dollar amount earned from *all* employers, each employer's name, address and last day worked.

- Gross wages from an employer should be reported the week they are earned, even if you have not yet been paid. Do not report the income again the week you get paid. Example: 12 hours of work multiplied by \$10 per hour equals \$120 of income earned that you report.

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Self Employed

If you performed any self-employment work during the benefit week, you must provide details about that work including the total dollar amount you earned—even if you have not yet been paid—and whether you worked 40 or more hours in self employment during that week.

- Gross wages from self-employment work should be reported the week they are earned, even if you have not been paid yet.

Other Income

If you earned or were paid any other type of income during the benefit week, you must provide the dollar amount of each other income type (vacation, severance, holiday, or bonus).

- Vacation pay should be reported the week in which you take the vacation day.
- Lump sum unused vacation pay should be reported the week it is paid to you.
- Severance pay not paid as a lump sum should be reported the week(s) it is allocated to you.
- Lump sum severance pay should be reported the week it is paid to you.
- Holiday pay should be reported the week in which the holiday occurs.

Once you have reported all income for the applicable benefit week, click the **Next** button to continue with the certification application.

→ **If you are currently in a Work Search Status of Work-Seeking**, you will continue to the Step 3 - Work Search Contacts screen of the certification application. Continue to Step 3 listed below.

→ **If you are currently in a Work Search Status of Employer Attached or Union Attached**, you will continue to the Submit screen of the certification application. Continue to page 7.

Weekly Certification Application: Step 3 – Work Search Contacts

The Step 3 – Work Search Contacts screen displays a space for you to enter your work search contacts with employers for each week that you are in a work search status of work seeking.

Note: If you have a Work Search Status of Employer Attached or Union Attached, you will not see this screen. Instead, you will navigate directly to the Submit screen.

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Click the **Add Work Search Contact** button to access the Select a Contact Type popup with various work search contact types from which to choose.

Idaho Department of Labor verifies work-seeking activities and you may be required to provide supporting documentation. Use the Work Search Log to keep track of your employer contacts each week.

Select the Contact Type you made during the benefit week of the certification application you are filing.

The screen will refresh to the Add Work Search Contact screen for that contact type.

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Each work search contact type has its own required data entry fields for you to fill out.

Enter your contact details into all required fields. Provide as much detail as possible for each contact with an employer.

Click the **Save Contact** button to save the work search contact to your certification application and return to the Work Search Contacts screen.

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The work search contact you entered will be displayed on a table in the center of the screen.

Continue to add all work search contacts you had with employers during the applicable benefit week. You need a minimum of two valid contacts, but please enter all contacts you made.

→ **If you did not make the required minimum of two work search contacts for this benefit week,** check the box labeled *I am unable to report two work search contacts for this benefit week.*

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A Minimum Contacts Incomplete text box will be displayed. Provide an explanation of why you did not meet the requirement.

The details you submit will become part of your claim record. After the Idaho Department of Labor reviews your responses, a personal eligibility determination will be made.

Once you have added all the work search contacts you made during that week, click the **Next** button to continue to the **Submit** screen of the certification application.

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Weekly Certification Application: **Submit**

The Certification Application - Submit screen displays the terms and conditions of this weekly certification application for an unemployment benefit payment.

You are required to read and agree to the terms and conditions before you submit your weekly certification application.

You are expected to understand your claimant benefit rights and responsibilities as outlined in the UI Pamphlet. At any time, Idaho Department of Labor can refer to the information it contains.

Once you have agreed to the terms and conditions, click the *Submit Certification Application* button to file your certification application with the Idaho Department of Labor and access the

Weekly Certification Application - Complete screen.

Weekly Certification Application: **Complete**

The Weekly Certification Application – Complete screen is a read-only screen that displays the completion information about your certification application for an unemployment benefit payment.

In addition to the completion time and confirmation number, resources are provided to help you fully understand your claimant benefit rights and responsibilities, perform job searches, and be more fully informed about unemployment benefits.

*If you return to the **Manage Claims** landing page, your Certifications and Payments flip card should display a new status of **Certification Already Exists For Benefit Week Ending: [date]**.*

*If the status is **Certification Processing**, your certification has been submitted to the Idaho Department of Labor but has not yet been processed. Please be patient. It will remain unprocessed until the next business day.*

What Happens Next? It's Up To You.

Know Your Work Search Status

Review your work search status and understand your work search requirements for each week that you file a certification application for a benefit payment. Follow the *View Your Work Search Status* how-to process in the complete [Claimant Portal User Guide](#).

Review Any Issues Preventing Benefit Payments

Review any issues that have been pended to your account and be prepared to provide additional information to a Claims Adjudicator once your account is reviewed. Follow the *Manage Your Issues* how-to process in the complete [Claimant Portal User Guide](#).